

Listing of the Claims:

1. (Currently Amended) A method for contacting a non-paying customer of a service provider to ~~increase customer retention~~, comprising the steps of:

an authorized person receiving information from the service provider regarding the customer and amount;

performing a first visit to a customer location by the authorized person;

if the customer is present at the customer location, asking the customer to pay an owed amount;

if customer refuses to pay owed amount, disconnecting the service; and

if customer not present at the customer location, providing a warning to the customer at a time of the first visit and performing a second visit to the customer location.

2. (Previously Presented) The method of claim 1 wherein the step of providing a warning comprises the step of placing the warning proximate to an entrance of the location, the warning including indicia warning of a disconnection from the service provider at the second visit.

3. (Previously Presented) The method of claim 1 wherein the step of providing a warning comprises the step of providing a first personalized message warning of a disconnection from the service provider at the second visit.

4. and 5. (Cancelled).

6. (Previously Presented) The method of claim 1, wherein the step of disconnecting the customer from the service provider further comprises:
collecting any equipment owned by the service provider at the customer location.

7. (Previously Presented) The method of claim 1, further comprising the step of:
disconnecting the customer location from the service provider if the customer
does not pay the owed amount at the second visit.

8. (Original) The method of claim 7, further comprising the step of:
reconnecting the customer location to the service provider at a third visit if the
customer pays the owed amount after the second visit.

9. (Previously Presented) The method of claim 7, wherein the step of
disconnecting the customer from the service provider further comprises:
collecting any equipment owned by the service provider at the customer location.

10. (Previously Presented) The method of claim 7, further comprising the step
of:
providing a disconnection notice to the customer at the second visit, the notice
indicating that the customer has been disconnected from the service provider.

11. (Previously Presented) The method of claim 10, wherein the step of
providing a disconnection notice comprises the step of providing a second personalized message
indicating how the customer can be reconnected to the service provider.

12. (Cancelled)

13. (Cancelled)

14. (Cancelled)

15. (Original) The method of claim 1 wherein the step of receiving information from the service provider regarding the customer comprises the step of:

receiving a work order for each customer location, each work order including an owed amount.

16. (Cancelled)

17. (Original) The method of claim 1, wherein the step of performing a second visit to the customer location further comprises the steps of:

checking for a presence of the customer at the customer location; and
asking the customer to pay an owed amount if the customer is present.

18. (Original) The method of claim 17, further comprising the step of:
disconnecting the customer location from the service provider if the customer does not pay the owed amount at the second visit.

19. (Previously Presented) The method of claim 15, further comprising the step of:

updating a work order for the customer location after the step of performing the first visit.

20. (Previously Presented) The method of claim 15, further comprising the step of:

updating a work order for the customer location after the step of performing the second visit.

21. (Previously Presented) The method of claim 10 wherein the step of providing a disconnection notice comprises the step of placing the notice proximate to an entrance of the location, the notice including indicia indicating how the customer can be reconnected to the service provider.

22. (Cancelled)

23. (Previously Presented) The method of claim 18, wherein the step of disconnecting the customer from the service provider further comprises:
collecting any equipment owned by the service provider at the customer location.